



Purchasing Department  
530 Water Street  
Oakland, CA 94607

**May 11, 2021**

**ADDENDUM No. 1**

**Bid No.: 20-21/24 – ServiceNow ITSM Platform License**

**This Addendum modifies the original Bid Documents for the above referenced Bid. Acknowledge receipt of this addendum in the space provided on the Bid Form (Attachment 2). Failure to do so may disqualify your bid.**

**The following questions were submitted prior to the deadline and are answered in this addendum:**

1. Question: Can we submit the proposals via email?

*Answer: No electronic Bids will be accepted. To protect the integrity of the Bid process, the Port must receive sealed Bids (physical submittals only), delivered to the Port either in-person or by mail by the Due Date and Time indicated in the Bid. (Please note: Some physical deliveries have been intermittent/delayed in certain areas, so please plan accordingly and submit your Bid early to ensure timely receipt.) The Port of Oakland is open, and a hard copy can be dropped off at the security desk (9:00a.m. – 3:00p.m daily.)*

2. Whether companies from Outside USA can apply for this? (like,from India or Canada)

*Answer: Only authorized resellers or ServiceNow partners may submit a bid for this project, regardless of their location. The Bidder is responsible for identifying and complying with all federal, state and local laws, taxes and requirements, as well as delivering all products FOB Destination and for any custom or import duties. The Port will only make payment in US Dollars.*

3. Whether we need to come over there for meetings?

*Answer: There is no requirement to come to Oakland for meetings.*

4. Can we perform the tasks (related to Bid) outside USA?

*Answer: N/A, this bid does not have any specific tasks identified.*

**There were no other questions to Bid No. 20-21/24.**